



Factsheet 6: Home Support Service- Health Service Executive (HSE)

What is the Home Support Service?

The Home Support Service (previously known as Home Help Service or Home Care Package Scheme) provides help and support with everyday tasks to older people living at home.

These tasks may include help with:

- getting in and out of bed
- dressing and undressing
- personal care such as showering and shaving

The HSE wishes to support you to remain in your own home for as long as possible. As part of the Home Support Service, HSE staff will consider what kind of support you might need. These supports will then be provided by HSE staff or by external service providers who have agreements with the HSE. If your home support is being delivered by an external provider, you will be asked to choose from a list of Approved Providers

The HSE and its Approved Providers aim to minimize, where possible, the number of home support staff involved in providing your home support. All providers, including the HSE, also endeavour to deliver the Home Support Service at times preferred by you.

Who can apply for the Home Support Service?

The service is for people aged over 65 who need help to continue living at home. Sometimes exceptions are made for those younger than 65 who may need support. You can apply for a home support service if you are at home, in hospital or in a nursing home and wish to return home.

What happens after I submit the application form?

After the HSE receives your completed application form, the HSE will arrange to assess what kind of support you might need. This is called a Care Needs Assessment.



What is a Care Needs Assessment?

During the Care Needs Assessment, a staff member such as a public health nurse or physiotherapist will find out what support you need. This is to make sure that you get the right support in the right place - this might be in your home, in a hospital or in some cases, in a nursing home. During the assessment, we will look at your care needs including:

- Your ability to carry out the activities of daily living i.e. bathing, dressing, shopping and moving around
- any medical, health and other support services being provided to you
- your family, social and community supports
- your wishes and preferences
- the areas of your life where you need support

Will my income be assessed? No. Your application for the Home Support Service is assessed on your care needs as identified by health professionals.

Do I have to pay for the Home Support Service? No. HSE funded home support is free under existing government policy. However, if you arrange other home supports, above the levels funded by the HSE, you will have to pay for these extra supports.

What happens if my circumstances change while I am receiving the Home Support Service? If your circumstances change in any way that affects your need for home support, you must notify the local HSE Home Support Office

How do I apply for the Home Support Service? You can obtain copies of the application form from your local office. Fill it in and return it to the same address.

Home Support Service, Services for Older People, HSE, Lá Nua, Castlepark Road, Ballybane, Galway

Telephone: 091 748474/ 091 546062/ 091 546353

This leaflet is intended as a guide only. For full information please contact your local office or check out the HSE website <https://www.hse.ie/eng/>

